How to Resolve "EWS connection error" for Specific Users in Message-Level Backup

https://campus.barracuda.com/doc/54266949/

> This article applies to Microsoft Exchange 2010 Message-Level backup.

When the **NT AUTHORITY/SELF** permission is removed from a user, 'EWS connection error' is generated in an Exchange 2010 Message-Level backup:
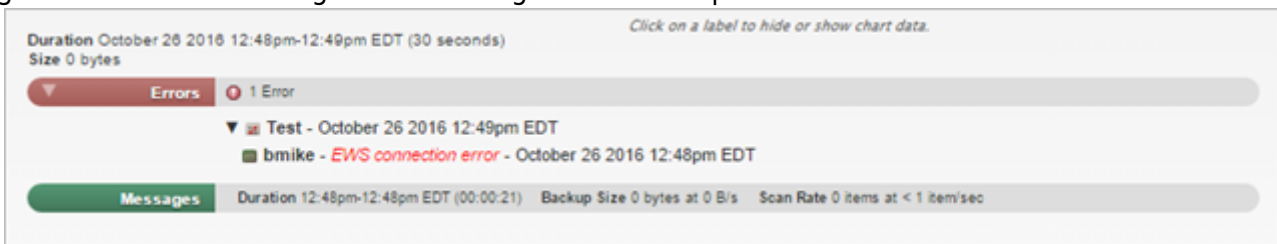

To resolve this error:

1. Log in to the Exchange server, and open the Exchange Management Console (EMC).
2. Expand **Recipient Configuration**, and click **Mailbox**.
3. Navigate to and right-click the user, and click **Manage Full access Permission**.
4. Verify that the **NT AUTHORITY/SELF** permission is missing from the list, and then click **Add**.
5. Type `self` in the search field, and click **Find Now**:
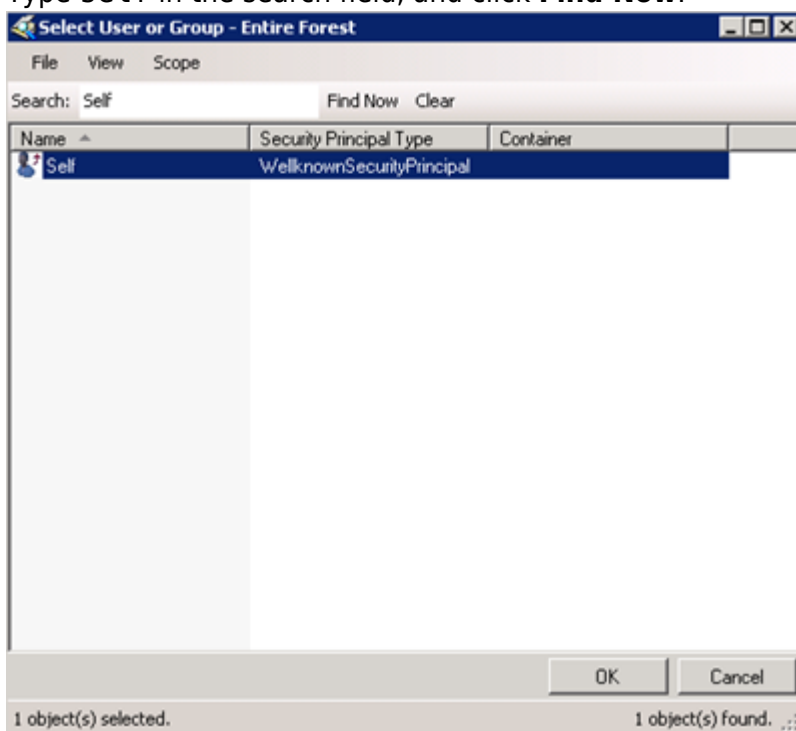
6. Click **OK**. The permission is added to the list:
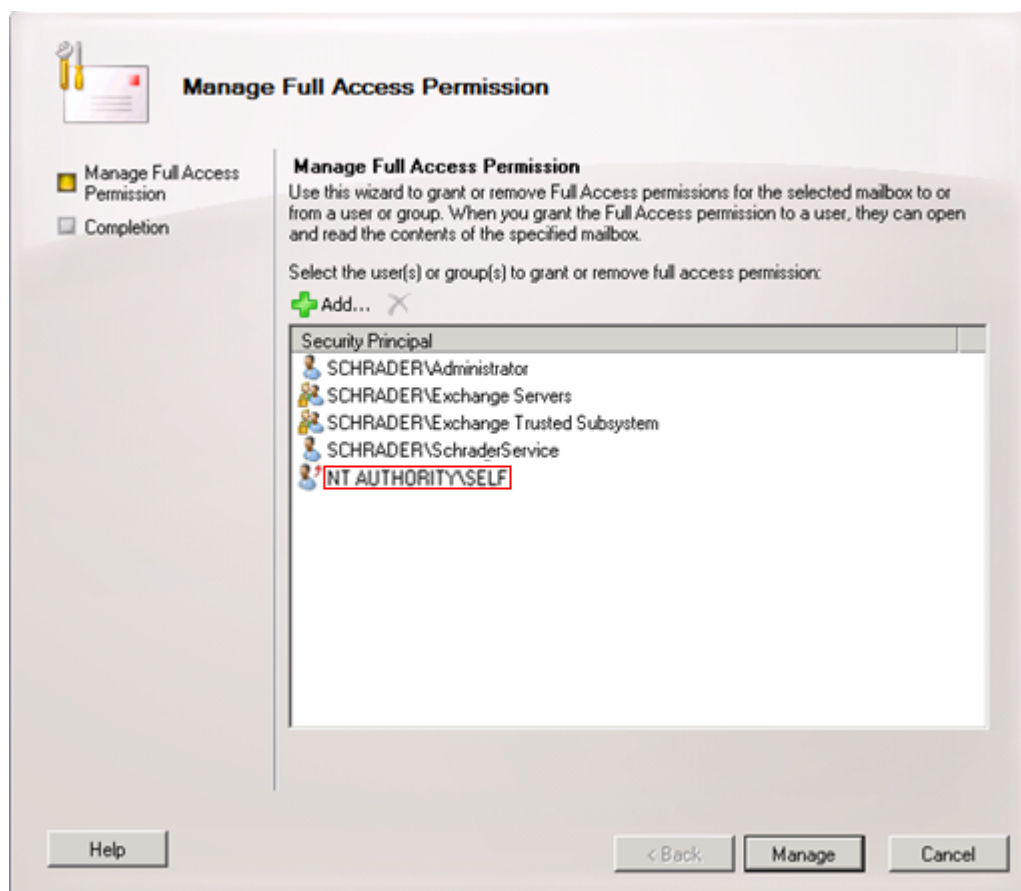
7. Click **Manage**, and then click **Finish** to update the user permissions.

Figures

1. EWSConnectionError.png
2. SelfPermission.png
3. ManagePermissions.png